



# OLTL Updates LTSS Sub MAAC

June 14, 2022

# Agenda

- Agency with Choice
  - Listening Session
- Enrollment Data
  - Eligibility Determination Process
  - LIFE Enrollment
  - FED Appeals
- HCBS Settings Rule
- FMS Transition
- COVID19 & Vaccination Rates

# Agency with Choice

# OLTL Updates

# IEB & LIFE Enrollments

# IEB Enrollment Data

Status	9/30/2021	10/29/2021	11/30/2021	12/30/2021	1/31/2022	2/28/2022	3/30/2022	4/29/2022	5/31/2022	Description
READY_ASSESSMENT	18	9	13	16	13	14	10	9	12	IEB has received a referral from a third party, the IEB is outreaching to the Applicant/Representative to schedule Visit.
SCHEDULED	4	4	7	4	6	6	5	4	7	In Home Visit has been scheduled
ASSESSMENT_INPROCESS	1	1	1	3	4	3	1	0	3	In Home Visit completed and the IEB is reviewing completeness of intake documents required.
MA_PA_600_REVIEW	5	4	5	6	6	6	6	7	7	IEB is waiting for the PA 600 or the PA 600 received and IEB to enter in COMPASS
PC & FEDPending	5	5	9	7	6	6	6	6	8	PC sent to the identified Physician and FED Reques sent to Aging Well
PC Pending/FED Received	36	36	40	37	38	38	37	38	40	Completed FED received from Aging Well/ PC is pending
PC Received/FED Pending	7	7	12	10	6	8	8	7	9	Completed PC received/ FED pending with Aging Well
APP_REVIEW	1	1	2	0	1	1	0	1	2	Medical Director Review Pending
OLTL_READY	10	11	20	14	34	14	28	30	7	Program Eligibility under review by OLTL
READY_TRANSITION	62	61	63	63	63	64	58	54	61	Functionally eligible, Applicant is pending nursing facility discharge
APPROVED	17	17	18	16	16	16	14	14	16	Functionally Eligible, 1768 sent to CAO
1768_DENIAL	1	2	5	3	6	4	6	1	4	Functionally ineligible, HCBS Denial notice pending
FINANCIAL_APPROVAL	2	2	3	3	2	2	2	1	2	Financial Approval Received, enrollment in Process of being finalized
MMS_READY	6	1	11	0	5	0	0	0	4	Pending acceptance by OBRA or Act 150 Service Coordinator
FINANCIAL_DENIAL	1	0	2	0	1	2	1	0	1	Financial Denial Received, application in process of completion

# Current IEB Report – All Waivers

	2018QTR 3	2018QTR 4	2019QTR 1	2019QTR 2	2019QTR 3	2019QTR 4	2020QTR 1	2020QTR 2	2020QTR 3	2020 QRT4	2021QTR 1	2021QTR 2	2021QTR 3	2021QTR 4	2022QTR 1
Grand Total	25505	24283	25320	26335	24752	34711	33402	25890	26398	26213	25106	25118	29365	29082	31328
Complete	15795	14703	15607	16277	17347	15617	21513	17820	16180	18098	16081	16153	18783	18953	20171
Complete in 90 Days	12833	12186	12068	14343	13188	13027	18963	15441	14918	17428	15491	15569	17985	18233	19326
Complete > 90 Days With Excuse	350	400	344	435	484	483	1126	536	648	408	379	300	403	345	329
Compliance Percentage	83%	86%	80%	91%	79%	87%	93%	90%	96%	99%	99%	98%	98%	98%	97%
Average Days To Complete	56	52	60	52	56	56	52	57	45	41	40	40	37	39	40

1. Grand Total - All unduplicated applications in process this quarter
2. Complete - Total unduplicated applications completed this quarter
3. Total unduplicated applications completed during the quarter in 90 days
4. Total unduplicated applications completed during the quarter and over 90 days, but with excuse of a delayed enrollment
5. Using the above fields = (row 3 + row 4)/ row 2 Average to complete excluding excused applications

Note: Reapplications removed

# Current IEB Report – Under/Over 60

	2018QTR 3	2018QTR 4	2019QTR 1	2019QTR 2	2019QTR 3	2019QTR 4	2020QTR 1	2020QTR 2	2020QTR 3	2020 QRT4	2021QTR 1	2021QTR 2	2021QTR 3	2021QTR 4	2022QTR 1
Over 60															
Grand Total	15072	14140	14937	15771	15134	23082	20441	16309	16848	16775	16161	17383	20414	18991	21116
Complete	9442	8586	9323	9885	10827	10267	12967	11172	10282	11658	10189	11069	13204	12349	13602
Complete in 90 Days	7604	7063	7312	8804	8447	8605	11421	9700	9500	11233	9828	10696	12673	11909	13025
Complete > 90 Days With Excuse	231	275	221	272	322	336	684	327	392	267	239	194	263	200	238
Compliance Percentage	83%	85%	81%	92%	75%	81%	93%	90%	96%	99%	99%	98%	98%	98%	98%
Average Days To Complete	56	52	58	50	54	55	52	56	45	40	40	39	37	39	40

	2018QTR 3	2018QTR 4	2019QTR 1	2019QTR 2	2019QTR 3	2019QTR 4	2020QTR 1	2020QTR 2	2020QTR 3	2020 QRT4	2021QTR 1	2021QTR 2	2021QTR 3	2021QTR 4	2022QTR 1
Under 60															
Grand Total	10433	10143	10383	10565	9597	11628	12101	9580	9335	9438	8964	7735	8951	10092	10208
Complete	6353	6114	6279	6392	6499	5350	7951	6648	5898	6439	5893	5084	5579	6604	6566
Complete in 90 Days	5229	4948	4751	5539	4720	4422	7006	5741	5418	6195	5663	4873	5312	6324	6302
Complete > 90 Days With Excuse	119	130	123	163	162	147	418	209	256	141	140	106	140	145	81
Compliance Percentage	78%	84%	84%	89%	75%	85%	93%	90%	96%	98%	98%	98%	98%	98%	97%
Average Days To Complete	55	70	63	55	60	59	53	57	47	41	41	41	38	39	40

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# Q1 2022 Closure Reasons

Closed Reason	Count	Description of Closure
Enrolled	5966	Applicant enrolled in HCBS.
Did not Provide Info to CAO	5352	CAO issued denial due to applicant not providing financial verification timely
Unable to Reach	2164	IEB unable to reach applicant from third party referral.
Incomplete	2040	Closed at day 86 of application due to incomplete or missing information Example: MA 570 not returned
Clinically Ineligible	1885	HCBS Denial Notice issued - Applicant determined NFI as a result of the FED and PC or Medical Director Review
Not Interested In Services	1006	Applicant is contact after referral is received and notifies the IEB that they are not interested in receiving HCBS services
reApped	430	System corrected application and the status needs revised. The originl application start date is used.
Voluntary Withdraw	255	Applicant contacts the IEB and requests to withdraw the application.
Financially Ineligible	254	CAO issued denial notice due to the applicant being determined financially ineligible.
DECEASED	221	IEB is notified or identifies that the applicant is deceased before application is finalized.
Applicant Not Discharged	189	NHT applicant that does not discharge within 180 days of the application start date.
Already Receiving Services	170	Upon referral IEB identifies that applicant is already enrolled in HCBS and is receiving services.
Duplicate Application	106	Applicant has more than one open application. This is used for system correction when application is in an incorrect status.
Functionally Ineligible	54	Applicant is reviewed for OBRA or Act 150 and Denial notice issued due to Applicant not meeting Program Requirements.
MA Application Not Received	36	IVA was completed and the individual requested to submit the 600L at a later time and did not return within 30 days.
Insufficient Information	25	Referral received that does not include enough information to follow up with individual begin an application.
Does not meet 5 Year Bar	17	CAO issued notice indicating the applicant does not meet the 5 year residency requirement to receive MA HCBS services.
Expired Documents	1	Application closed due to application documents (FED/PC) over 12 months
<b>Grand Total</b>	<b>20171</b>	

# In-person vs. Virtual IVA

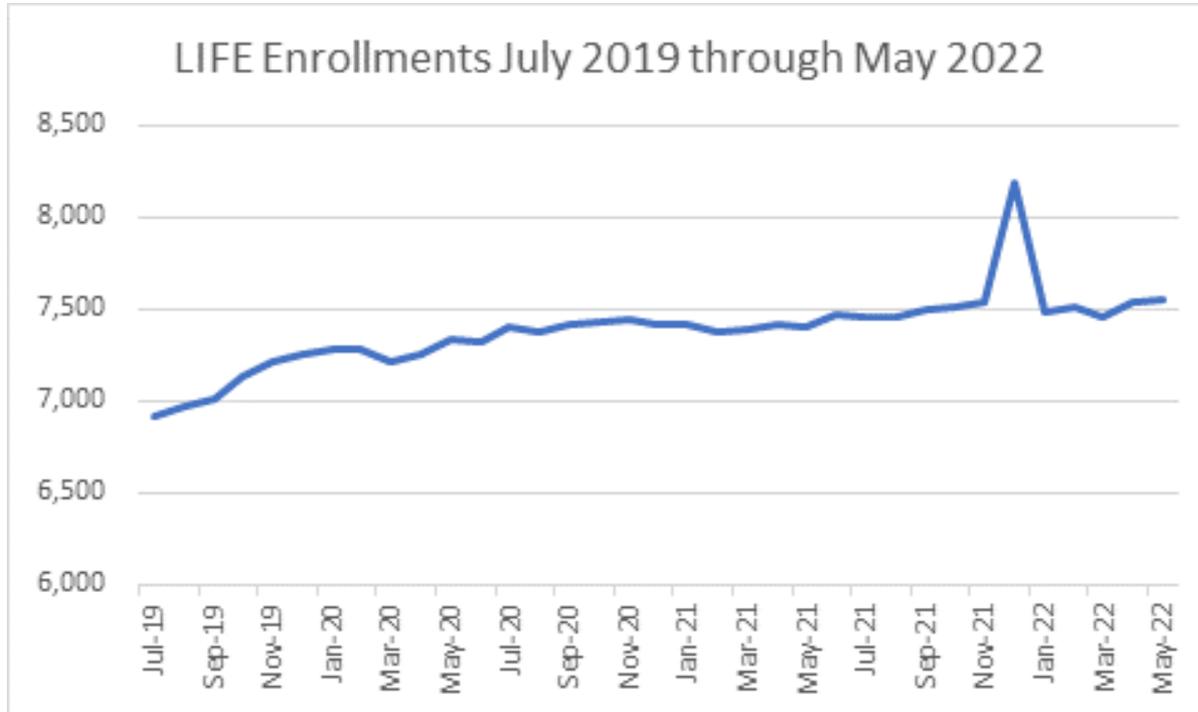
## 2021

Month	Phone		In Home		Total Count
	Count	Percentage	Count	Percentage	
Jun	3765	67.84%	1785	32.16%	5550
Jul	4107	77.87%	1167	22.13%	5274
Aug	4371	74.62%	1487	25.38%	5858
Sep	5228	76.69%	1589	23.31%	6817
Oct	5325	75.80%	1700	24.20%	7025
Nov	5298	76.41%	1636	23.59%	6934
Dec	5091	76.34%	1578	23.66%	6669
<b>Grand Total</b>	<b>33185</b>	<b>75.20%</b>	<b>10942</b>	<b>24.80%</b>	<b>44127</b>

## 2022

Month	Phone		In Home		Total Count
	Count	Percentage	Count	Percentage	
Jan	4939	77.65%	1422	22.35%	6361
Feb	5454	78.18%	1522	21.82%	6976
Mar	6472	76.20%	2021	23.80%	8493
Apr	5645	74.14%	1969	25.86%	7614
May	5603	73.92%	1977	26.08%	7580
<b>Grand Total</b>	<b>28113</b>	<b>75.93%</b>	<b>8911</b>	<b>24.07%</b>	<b>37024</b>

# LIFE Enrollments



- Since statewide LIFE IEB implementation, the overall LIFE Program census has increased by 151 individuals (from May 2021 through May 2022). During the 12 months prior to statewide implementation, the program grew by 86 individuals (May 2020 through April 2021).

# FED Appeals Data

# FED Appeals Data

Count	Column Labels								
	Dec		Jan		Feb		Mar	Grand Total	Description
Status	MEDICAL DIRECTOR REVIEW - NFI	NFI - FED AND PC NFI	MEDICAL DIRECTOR REVIEW - NFI	NFI - FED AND PC NFI	MEDICAL DIRECTOR REVIEW - NFI	NFI - FED AND PC NFI	MEDICAL DIRECTOR REVIEW - NFI		
APPEAL_WITHDRAWN	40	2	48		24	1	23	138	Following Pre Hearing Appellant Withdrew
APPEAL_INITIATED	4		2		12		69	87	Appeal Received - Hearing Date has not yet been scheduled
APPEAL_HEARING_SCHEDULED	11		28		32	1	14	86	Hearing Date Scheduled
APPEAL_DISMISSED	6		13		3			22	ALJ Dismissed Appeal (example Appellant does cannot be reached)
APPEAL_WAITING_JUDGE_DECISION	3		2	1	1			7	Pending decision by the ALJ
APPEAL_SETTLED	6							6	Hearing outcome was a stipulated settlement (example - new FED or Applicant to submit additional information to be considered)
APPEAL_STIPULATED_SETTLEMENT	1		1					2	Hearing outcome was a stipulated settlement (example - new FED or Applicant to submit additional information to be considered)
<b>Grand Total</b>	<b>71</b>	<b>2</b>	<b>94</b>	<b>1</b>	<b>72</b>	<b>2</b>	<b>106</b>	<b>348</b>	

# MCO Plan Change Reasons

Reason	Count
Prefers another MCO's benefits	624
Would not give reason	131
Family/Friend Recommendation	44
Someone other than those listed above recommendation	21
Doctor left plan	20
MCO has denied/reduced my services	20
Can't stay with current nonparticipating doctor for treatment	16
PCP Recommendation	10
Prefers nonparticipating doctor or hospital	9
Dissatisfied with MCO's services/marketing rep	9
Dissatisfied with Doctor/PCP	8
Language Problem	6
Mail Plan Change - No reason given	5
Dissatisfied with Medical MCO Services	5
Moved/Moving Out of Area	4
Location of doctors inconvenient	3
Dissatisfied with dental program/provider	3
Out of plan services wanted	3
Dissatisfied with vision program/provider	2
Receives bills for services	2
Dislikes Making Appointments	2
Dissatisfied with range or length of services - too limited	2
Dislikes using referrals	1
<b>Grand Total</b>	<b>950</b>

# HCBS Settings Rule

# New Timeline for Provider Compliance

- February-March
  - 1) QMET staff sent letters, asking for providers' policies and procedures
  - 2) Policy reviews begin
- April-June
  - 1) Site assessments, on-site or virtual
  - 2) Continued review of policies and procedures
  - 3) Provider training
  - 4) QMET assessment initial determinations
  - 5) Panel Review

# New Timeline for Provider Compliance

- July
  - 1) Public notice of sites targeted for Heightened Scrutiny published with 30-day stakeholder comment period
  - 2) Public notice of the Departments Statewide Transition Plan
- August
  - 1) Comments from stakeholders will be reviewed, and their input considered
  - 2) Identification of providers who qualify for Heightened Scrutiny
- September
  - 1) Heightened Scrutiny submission to CMS

# New Provider Timeline for Compliance

- December
  - 1) OLTL anticipates that CMS will notify OLTL and affected providers of their final decisions on Heightened Scrutiny
- January-March
  - 1) Non-Compliant Providers will work with OLTL to safely transition HCBS participants to an OLTL-enrolled provider
- March 2023 onward
  - 1) Continued provider monitoring process

# FMS Transition

# FMS Transition

- The CHC FMS Transition was extended to a new Go-Live date of July 1, 2022.
  - Tempus and CHC MCOs priority is getting paperwork back from common law employers (participants) and their DCWs.
  - 76% Common Law Employers and 76% of DCW had returned information (packets)
- In-person meetings in June offered assistance to over 2900 members.
- Participants can contact their Service Coordinator for assistance in setting up and being trained on their EVV responsibilities.
- Participants or their DCWs can contact the MCO if they cannot touch base with their SC specifically

# FMS Transition

- There will be a FMS Transition Stakeholder Meeting on June 17th.
- Tempus and the CHC-Managed Care Organizations (MCOs) are focused on improving communication, specifically call-center operations. Tempus is in process of onboarding more staff to take calls timely.
  - Callers should use Tempus' call back feature by placing calls early in the morning to assure a call will be returned same day.

# COVID-19 & Vaccination

# ▶ CHC Plan Vaccination Update

MCO	Booster/3 <sup>rd</sup> shot	Fully vaccinated	Partially vaccinated
AmeriHealth/Keystone (as of 3/2022)		63.85%	--
Pennsylvania Health and Wellness (As of 6/2022).	28.3%	49.2%	6.7%
UPMC (as of 5/2022)	32.7%	32.5%	3.5%

# Questions?

